GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:779
ANSWERED ON:26.02.2001
REFUND OF EXCESS CHARGES BY CELLULAR OPERATORS
GADDE RAMAMOHAN;NAWAL KISHORE RAI;SHIVAJI MANE;SULTAN SALAHUDDIN OWAISI;ZORA SINGH MANN

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Telecom Regulatory Authority of India has issued any instructions to be cellular telephone operators to refund excess tariffs charged from the subscribers since August, 1999;

(b) if so, the details thereof and the reaction of the said operators thereto;

(c) the estimated amount to be refunded by the Cellular Companies, company-wise; and

(d) the time by which the work regarding refund is likely to be completed?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) Yes, Sir.

(b) & (c): The Telecommunication Tariff (Twelfth Amendment) Order 2001 notified on 25th January, 2001 specifies the amount of refunds that shall be made by cellular service providers to subscribers of cellular mobile service as a result of reduction in license fee. The Order contains the amount of refund of rental per subscriber as well as refund per minute of use by the subscriber for each company. The aggregate refund amounts for each company will depend upon individual subscriber usage during the relevant period. Details on the exact amount of refund would be available when the operators submit their reports.

In a letter dated 5th February, 2001 to Telecom Regulatory Authority of India(TRAI)the Cellular Operators Association of India (COAI) has stated on behalf of the Industry, that they are pleased to make the refunds to cellular subscribers. They had, however, asked for certain clarifications which have already been provided.

(d) Cellular Service Providers have been allowed a period of four months beginning 1st April, 2001 to complete the task of issuing refunds.